



Computer Platform Changes

Things to Consider When Changing Operating Systems

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Users who wish to switch from one operating system (OS) platform to another (e.g., Windows to Macintosh or vice-versa) should be aware of the ramifications of such a change. This document details things to consider, such as training and software.

Training May Be Required

While similar in some ways, many users don't realize that the Windows and Macintosh operating systems are also vastly different; how you perform operations on one OS is different on the other.

Users who will be switching platforms need to be aware of the differences and are encouraged to take the appropriate training, if needed, before receiving their new computer seat.

For training, contact the HQ Computer Training Center (CTC):

- Phone: 202-358-1111
- E-mail: ctc@hq.nasa.gov
- Web site: <http://itcd.hq.nasa.gov/ctc>

Desktop technicians are not able to provide users with an introduction on how to use their new operating system. For best results, contact the CTC.

Software Considerations

Above-core software licenses may need to be obtained for the new platform.



- Most software from one operating system will not work on another (e.g. Adobe Photoshop for Windows will not work on a Macintosh). For a smooth platform transition, ensure that new software/licenses are obtained in advance, and in the case of a computer refresh, indicate this on your pre-deployment questionnaire.
- As an alternative to obtaining new above-core software for Macintosh systems, users may work with their ITPOC to obtain a Contract Line Item Number (CLIN) for VMWare, which enables them to virtually use above-core Windows-platform software (e.g. Visio, Project, etc.).

When changing e-mail clients (either from Windows to Macintosh or Macintosh to Windows):

- Depending on the size of the user's existing Outlook data file, conversion can extend the time of the data migration.
- There are substantial differences in Microsoft Office for Windows and Office for Mac, which extends to Outlook 2010 (Windows) and Outlook 2011 (Macintosh). User education may be required – Contact the Computer Training Center (CTC).

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Additionally:

- Some Macintosh users have experienced issues with custom Web-based applications on the Macintosh, including FOCUS and ICE Windchill. These do not work with Safari ; instead use Firefox  to access them.
- PDF files are automatically displayed in “Preview” on Macintosh OSX Lion Web browsers. It is strongly recommended that Mac users change the default to display PDF files in Adobe Reader to allow form fields to be fillable if applicable.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>